

**Iowa Department of Human Services**  
**CHILD CARE CENTER COMPLAINT**

<b>Name of Center:</b> KinderCare Learning Center #0837		<b>Enrollment:</b> 116	<b>License ID:</b> 4182000068
<b>Street:</b> 2108 E Locust	<b>City:</b> Davenport	IA <b>Zip Code:</b> 52803	<b>County:</b> Scott
<b>Mailing Address:</b> 2108 E Locust			
<b>Mailing City:</b> Davenport	IA	<b>Zip Code:</b> 52803	
<b>Director's Name:</b> Stephanie Tubbs		<b>Center Phone Number:</b> 563-326-1660	
<b>On-Site Supervisors:</b> Stephanie Tubbs		<b>E-Mail Address:</b> stubbs@klcorp.com	

**Date of Complaint:** 8/23/2013

**Date of Visit:** 9/13/2013

☐ Scheduled      ☒ Unannounced      ☐ NA

☐ Non-Compliance with Regulations Found      ☒ Compliance with Regulations Found      ☐ NA

## RECOMMENDATION FOR LICENSE

**[X] NO CHANGES** to licensing status recommended

[ ] **PROVISIONAL** license from \_\_\_\_\_ to \_\_\_\_\_

**[ ] SUSPENSION of License**

## [ ] REVOCATION of License

**Summary of Complaint:**

Complainant has concerns about general lack of cleanliness of the center. Entire building and grounds need to be cleaned thoroughly. Outside frequently has trash scattered by the dumpster. Bathrooms are not cleaned regularly, same problems are noted from one day to the next. Edges of floors have buildup of dirt. Stairway going down to lower level is dirty. Toys should be newer and cleaner for the children. More specifically, one sink in the bathroom area between the toddler B and twos room does not work, and dirty mop was observed sitting in the sink for two days.

**Licensing Rules Relevant to the Complaint:**

109.11(3) a(1) Center and premises are sanitary, safe, and hazard free.

### Inspection Findings:

An unannounced visit was completed at this center on 9/13/13 to discuss the concerns. The center director was not present on the day of this visit, but her assistant, Andrea Anderson, was present.

The restroom area between toddler B and twos was visited. The staff in toddler B acknowledged there has been an ongoing problem with the sink on the right. It was noted that the sink works, but the water comes out very slowly. The staff state this is because they have had to turn down the water under the sink because if it is turned on all the way the sink leaks. The staff state this has been going on for about two months. Andrea attributed the problem to the newer maintenance person previously employed at the center. She stated this person either was not getting to the center promptly to fix things or was not able to fix them when he was here. She stated the center has recently hired back the old maintenance person, and this should not be an issue any longer.

Other areas of the center were toured. Andrea stated the center has had problems with their contracted cleaning agency resulting in them hiring a new company within the past two weeks. She stated the new company is the same company the Bettendorf KinderCare location uses, and they do not anticipate problems. The cleaning company will come once per week to do larger items

such as stripping and waxing floors and cleaning carpets. There may be some other cleaning items done as well, though the frequency and specific items are not clear. Andrea stated the staff do a majority of the day to day cleaning items. Each room has a cleaning list, and the staff in each room decide how they are to get the items on the list completed. The checklist has to be filled out and the expectation is that it is turned in weekly to the center's appointed health and safety coordinator. Andrea stated the person in this role is new to the role recently since the previous person is no longer employed at the center.

**Special Notes and Action Required:**

The center is not cited for a specific violation at this time. Some recommendations were discussed, however. Discussion occurred regarding the fact that the facility is not new and thus lends itself to requiring more effort to keep it clean and maintained. It is noted that areas of the floor, edges, carpeted area that leads to the lower level do appear to need a good cleaning and better upkeep for an improved appearance. It does not appear that the floors are being vacuumed as frequently as what are the center's own stated expectations (this is on the daily checklist). Wall registers appear dusty and dirty and some wall areas appear in need of repair and/or paint. It also appears that some items such as rugs could be better cleaned or may need to be replaced more frequently. The expectation would be the same for toys and materials used by the children. Replacing and maintaining the building, grounds, and materials is an expected cost of doing business.

Discussion occurred with Andrea and the health and safety coordinator staff person regarding the center's expectations and accountability of staff and even the contracted cleaning agency in fulfilling these expectations. It appears that staff have not always been held accountable for completing and/or turning in their completed checklists and it does not appear that anyone actually "spot checks" to ensure staff are physically following through on the items on the checklist. More follow through in this area would likely improve the appearance of this center. The assistant and health and safety coordinator agreed.

The licensing consultant is requesting follow up from the center with regard to a specific plan to ensure that staff, and therefore the center, are being held accountable for the cleaning checklist(s) to maintain a safe and healthy environment for the children. I would also like to know that the sink between the toddler b and twos room has been repaired such that the water can be turned on in full without the sink leaking so that children and staff are able to accomplish adequate hand washing. The center should respond to this report in writing within 10 days of receiving this report.

Heidi Hungate, MSW  
DHS Child Care Licensing Consultant

**Consultant's Signature:**

**Date:**

09/24/2013

A handwritten signature in black ink that reads "Heidi L. Hungate". The signature is written in a cursive, flowing style.